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OTE 86-3707

5 FEB 1987

MEMORANDUM FOR: Deputy Director for Administration

FROM: [redacted]  
Director of Training and Education

SUBJECT: Recommendation for Quality Step Increase--  
[redacted]

1. [redacted] is recommended for a QSI in recognition of her sustained superior performance during the period 1 January 1986 to 1 December 1986. [redacted] is a full-time GS-07, Step 7, Training Assistant in the Slavic and Germanic (S&G) Language Department.

2. [redacted] provides clerical and administrative support for the Department Chief, two Section Chiefs, and about 30 instructors teaching 15 different languages, as well as support for department training programs. She handles a myriad of administrative details expeditiously and competently. From September to June the department has had an average of 50 students for whom [redacted] efficiently handles all records and statistics, frequently dealing with the students and resolving their questions regarding training.

3. She provides vital support to the daily functioning of the department, and assists the instructors with personnel and administrative problems, such as time and attendance records and preparation of many different forms. She is the main channel for funneling information to and from staff, instructors, and students. She frequently answers questions and clarifies administrative procedures to a culturally diverse instructor staff and acts as department liaison with other OTE branches. Because of her excellent secretarial skills, she also occasionally provides assistance to other parts of the LTD, despite the high volume of work in her own department.

4. [redacted] handles all her duties with complete professionalism, dedication and willingness. Her cheerful and courteous manner and her highly developed interpersonal skills endear her to everyone she comes in contact with.

Unclassified when separated from attachments.

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25X1 SUBJECT: Recommendation for Quality Step Increase [REDACTED]

25X1 5. The past year has been exceptionally busy for the S&G  
25X1 Department with unusually heavy ad hoc training requests and EOD,  
25X1 retirement, and reassignment personnel changes involving a quarter  
25X1 of the department. This meant more paperwork for [REDACTED]  
25X1 since each change in personnel requires coordination with the Office  
25X1 of Personnel, Retirement Branch and Payroll, as well as counseling  
25X1 the individuals concerned in complying with all administrative  
25X1 procedures. [REDACTED] handled everything with her usual aplomb.  
25X1 She was most helpful in orienting and familiarizing the new  
25X1 employees with the Department and LTD.

25X1 6. [REDACTED] has provided the Department Chief with  
25X1 excellent and loyal support, contributing in large measure to the  
25X1 smooth running of the Department. Her excellent typing and proofing  
25X1 skills, her knowledge of proper formatting, routing, her ability to  
25X1 efficiently organize her own work, and her conscientiousness and  
25X1 initiative in completing all assignments within deadlines were  
25X1 immensely helpful to a new and inexperienced Department supervisor.  
25X1 [REDACTED] personal contacts in other OTE branches often proved  
25X1 to be most useful; for example, dealing with Personnel and Payroll  
25X1 when mix-ups in pay and leave occur, obtaining rooms for department  
25X1 meetings and checking on internal training for instructors. In sum,  
25X1 [REDACTED] is a first-rate training assistant who has many of the  
25X1 qualities of a good administrative assistant and executive secretary.

25X1 7. In light of [REDACTED] excellent performance of duty  
25X1 during the above mentioned period and the expectation that this  
25X1 level of performance will continue, I recommend that she be granted  
25X1 a QSI.

Attachments:

- A. Biographic Profile
- B. Performance Appraisal Reports

STAT

SUBJECT: Recommendation for Quality Step Increase

APPROVED:

Deputy Director for Administration

Date

STAT

DDA/OTE/LTD  (18 Dec 86)

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